



2016 Community Needs Assessment





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Introduction



Our Mission

Johnson County Healthcare Center is a team of healthcare professionals dedicated to providing quality, compassionate and cost effective care for all patients and their families.

Who We Are

As the main healthcare provider in Johnson County, JCHC offers the community a 25 bed, critical access hospital, a busy outpatient medical clinic and a 50 bed nursing home. We are all on one campus, with a central administration. JCHC's medical staff consists of 7 Family Doctors, 1 General Surgeon and 3 Physician Assistants. Having a full range of ancillary departments in the facility streamlines care for patients, as they do not need to travel elsewhere for healthcare.

Community Health Needs and Program Planning

Our mission drives JCHC's health initiatives. We seek to improve community wellness and to offer care for Johnson County, Wyoming.

As a family Medicine facility, we assess the health of the family in the community to determine whether and how JCHC can meet the needs present. Drawing from community statistics including disease incidence and prevalence rates, morbidity and mortality data, patient satisfaction surveys and direct community input via focus groups, we develop outreach initiatives and programs in response to the needs in the community. We place special focus on wellness in our community.

The Community We Serve

Wyoming is the ninth largest state in the United States, however, it is the least populated state, with even Alaska having more residents. Johnson County, Wyoming is in North Central Wyoming and has a population of 8,573 estimated residents in 2014. The state of Wyoming has a population of 584,153 people.

With 4,154.15 square miles, Johnson County has 2.1 people per square mile. The percent of the population under 5 year old is 5.8%, while the population over 65 years of age is 20.6%. The county is 95.4% Caucasian and 4.8% Hispanic. 26.6% of the residents in Johnson County have a Bachelor's degree, and 95% have a high school diploma or more.

74.1% of the residents are homeowners, while the median value of a home in the county is \$228,800.00. The median household income is \$57,004.00 and the number of persons below the poverty level is 7.5% in the county.

JCHC's campus is located in the capital of the county, Buffalo, Wyoming. In the southern end of the county, JCHC has an outpatient clinic that is open 5 days a week in the town of Kaycee. A total of 18,641 patients were seen in the outpatient hospital ancillary departments in the year 2014. JCHC had 413 admissions to the hospital, 21 admissions to the nursing home, and 18,015 outpatient visits at the outpatient medical clinic.

Assessing our Community's health needs

To better understand the health concerns of our community, in the winter of 2015/16, we conducted a needs assessment survey. We collected data from several sources. We conducted focus group surveys and meetings to gather primary input on the need for care and services in the community. We sent needs assessment surveys to a variety of community members, patients, healthcare consumers, nonprofit and community based

organizations and healthcare providers to gather input. We received nearly _____ completed survey responses as a result of our outreach efforts.

Needs Assessment Survey Outreach and Data Gathering

- Focus Group invitations were sent to every household in Johnson County and were published on JCHC's web site
- People were invited to participate in focus groups at our local health fair.
- Living Well Newsletter is mailed to all community mailboxes 4 times a year. We included information about our survey in the newsletter.
- All staff members are surveyed during mandatory training sessions
- Advertisement for survey was put on the JCHC facebook page, and on the JCHC website
- Hard copies of survey were available at community events , by mail and at our outpatient clinic

Needs Assessment Survey Answer Overview

The community outreach brought in mostly favorable opinions of what JCHC is offering to the community. Participants asked for more affordable healthcare, urgent care and more specialties to come to our community. The public, when asked what the biggest healthcare challenge is in Johnson County, stated that affordability, and maintaining the current level of healthcare are important to them. Some asked for a more holistic approach to healthcare.

In addition to surveying the community, we gathered data from scholarly journals, statistics from the state of Wyoming, used research findings and media coverage for additional input on our community's needs in the area of wellness and health care.

- We used data from Wyominghealthmatters.org, the United States Department of Health and Human Services Healthy People 2020, and the American Cancer Society.

Addressing Identified Health and Wellness Needs in Johnson County

Key findings from our community health needs assessment indicate that:

1. 20% of our population is over age 65.
2. 22% of our population is under the age of 18
3. 67% of women in Wyoming aged 40 and over have had a mammogram in the past two years. In Johnson County, that statistic is 69.5%.
4. 23.5% of adults in Wyoming aged 45 and older have lost 6 or more permanent teeth due to gum disease or tooth decay. In Johnson County, that statistic is 27%.
5. 61.3% of Wyoming residents are overweight or obese. In Johnson County, that statistic is 21.7%.

6. 26.6% of pregnant mothers in Johnson County have received less than adequate prenatal care, when using the measure of number of prenatal visits of 13 being optimal in a full term pregnancy.
7. Of 5,300 Wyoming third graders examined, statewide, according to the WDH, 27.2% had untreated tooth decay. Johnson County third graders had 41.5%.

Based on the results of the community health needs assessment, JCHC has prioritized the things that our facility can actually help address in our county.

1. Improve understanding of health issues among community members
2. Improve education among the pregnancy population about the importance of prenatal care.
3. Increase advocacy and education about the importance of oral health.
4. Increase advocacy for fluoridation in Johnson County drinking water.
5. Increase opportunities for the residents of Johnson County to interact with our medical staff in informal and formal learning settings
6. Increase the opportunities for health screenings and education in the county
7. Help overcome financial barriers to care by establishing agreements with insurance carriers, establish payment policies that stress compassion when working with people in financial difficult situations, and by clearly advertising our payment policies.
8. Raise awareness of health issues and of JCHC's ability to care for health concerns by advertising and participation in community events
9. Improve outreach and communication efforts about health concerns in the community.
10. Improve communication about relevant health issues in ways that effectively reach patients.

Johnson County has an established wellness council. Johnson County Healthcare Center is represented at the council by our wellness coordinator, Julia Bettinger, M.S. The wellness council is an organization that fosters collaboration with a wide range of organizations throughout the county. Over 25 county agencies are represented at council meetings. These include

- JC Wellness group
- Suicide prevention
- WIC
- Northern Wyoming Mental Health Center
- JC Commissioners
- JC Public Health
- Wyoming Cancer resource services
- Parent Information Center
- Buffalo Ministerial Association
- Sheridan College in JC

- YMCA
- Empower Wyoming
- Prevention Management organization of Wyoming
- Bread of Life Food Pantry
- Buffalo Chamber of Commerce
- Buffalo Bulletin
- BMRN
- Sheridan Media
- Buffalo Senior Center
- Child Development Center
- PFS
- Head Start of Johnson County
- Casa
- Boys and girls club
- JCSD1
- Sherriff department
- Police department
- Family crisis center

Community health needs, including barriers or gaps in service are reviewed and assessed during monthly meetings with these organizations. These discussions and information is incorporated into JCHC's community service strategic planning process.

The Wyoming Department of health has identified critical health priorities facing Wyoming residents that the state would like hospitals and other health providers to address between 2016 – 2020. JCHC's community programs and services respond directly to the state and National priorities.

The Wyoming department of health follows a comprehensive strategy to address the leading causes of preventable illness and death. JCHC's community services correlate with these strategies in our county. Our community service efforts also complement the United States Department of Health and Human services Healthy People 2020 objectives.

Our three priorities for the next 5 years will include (but not be limited to):

1. Maternal/ Infant health and well being
 - Improving the wellbeing of mothers, infants and children is an important public health goal for the US. HealthyPeople 2020 identifies improved maternal infant and child health as a priority. Johnson County has a high rate of mothers who receive less than adequate prenatal care, according to wyominghealthmatters.com

This is a priority for JCHC to address from 2016-2020, and improve our rate of prenatal care in the county, and the number of well child checkups done in our medical clinics. In addition, we will increase the number of seminars and trainings given in the community by our medical staff to increase the knowledgebase in the community.

2. Cancer prevention education

- *Healthy People 2020 identifies Cancer reduction in the USA as a priority.
Add statistics here and goal*

3. Improved oral health for county residents

- *Johnson County has been identified by state Public Health officials as being the county in Wyoming with the highest per capita dental caries rate among children. This is a health concern that JCHC will address in the coming years. Oral Health is also a priority in the Healthy People 2020 objectives. JC will increase public awareness of this issue by working in concert with local dentists and public health officials to educate the public on the importance of good oral care.*

With more than 200 employees residing in Johnson County, JCHC is also proud to sponsor numerous health and wellness initiatives that benefit our sizeable employee community. JCHC staff members and their families have access to nutrition and weight management programs, exercise and fitness resources, tobacco cessation counseling, health fair blood work, and stress management resources.

Our community programs are publicized via a direct mailer to all Johnson County residents 4 times a year, via advertising in area publications and via facebook and website postings.

Three Year Community Service Plan

JCHC offers a wide variety of services to our community. A review of our efforts in the past, and going forward are included in the following sections.

Screening and Prevention Offered to the county

JCHC offers a host of screening and prevention to community members.

These include

- *Digital mammography*
- *Low cost Laboratory wellness screens twice a month,*

- A health fair sponsored annually offers low cost blood and wellness testing for all community members. Approximately 1,500 people take advantage of the Johnson County Health Fair each year.
- Individual diabetes counseling and teaching for all diabetics
- Individual cardiac care and rehabilitation is offered in our wellness and patient education center
- JCHC has 4 lactation consultants on staff for new mothers
- JCHC offers a clinic, staffed with a Physician Assistant to care for those in Kaycee, which is a small community 45 miles south of Buffalo.
- A caregiver's support group meets weekly to help those caring for loved ones.
- The Family Medical Center is a teaching facility, affiliated with the University of Wyoming and the University of Washington Medical School. Students are welcomed and enjoy the learning environment at JCHC. Our medical staff are associate deans of the School of Medicine within this program.
- Supporting health behavior change for our community of patients, employees and community is critically important to JCHC. Goals of the Wellness committee include making changes in meal offerings at JCHC to include healthier options for employees, and changing the snacks offered in vending machines to offer healthier options, and leading the change with educational programs once a month.

Education and Outreach to the community

- JCHC supports a network of service and outreach programs to address community health issues and to serve the specific healthcare needs of people in our community.
- JCHC sends out patient satisfaction surveys to all in-patients. We generally have a 40-50% response rate. Those survey results are compiled and given to department managers, and discussed in our monthly performance improvement committee.
- Our wellness coordinator, Julia Bettinger, collaborates with key community stakeholders to coordinate outreach wellness activities, identify and address service gaps and maximize the efficient use of resources and materials. She reaches out to the community in a variety of ways. Currently, the US. Department of Health and Human Services "Eat Healthy , Be Active" Community workshops series is being offered to families in the after school program at the YMCA. Planning has also begun to implement the educational workshop series as part of the county wellness program and to the businesses affiliated with the Chamber of Commerce.
- JCHC, every five years, performs community focus groups and revisits the facility strategic plan. Questionnaires are mailed to county residents, area businesses and a variety of patient groups are surveyed to assess the medical needs of the community, and changes that should be made in the plan.

- JCHC connects with the community via the Women's health forum. JCHC sponsors the forum monetarily. JCHC employees sit on the committee. JCHC doctors speak on a variety of topics at the forums. The Women's health forum has been in place in Johnson County for 20 years, and meets 5 times a year.
- JCHC doctors and nurses attend various functions to speak to the community about health. Functions that have been attended in the past year, with our doctors and health professionals speaking on a variety of topics include the following:
 - Mothers of Preschoolers Group
 - Women's Health Forum
 - The Library Story Hour
 - The Child Development Center
 - The Johnson County Health Fair
 - Monthly radio interview program called Community Speaks
 - Articles in the local newspaper
 - The county health officer attends and reports to our city council and county commission meetings
 - Public health meetings
 - Speakers go to the Child Development Center to educate parents and staff
 - Community disaster training monthly meetings
 - Speakers have attended local school meetings to speak on topics of concern to teachers in the area
 - Wellness Coordinator speaking at a variety of community functions
 - Quick Tips – offered to the public and employees once a month to educate on topics of interest

Types of Care offered at JCHC

Johnson County Healthcare Center is a team of healthcare professionals dedicated to providing quality, cost effective care for all patients and their families.

It is the vision of Johnson County Healthcare Center to be a customer focused organization which provides an array of services that meet the medical needs of the entire community.

JCHC includes a 25-bed critical access hospital, a family medical clinic, 50-bed long-term care facility and a home health and hospice department. JCHC employs more than 200 healthcare professionals. We offer many years of experience and highly sophisticated technology to ensure quality healthcare for all of our patients and their families.

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With 4,154.15 square miles, Johnson County has 2.1 people per square mile. The percent of the population under 5 year old is 5.8%, while the population over 65 years of age is 20.6%. Men and women are each approximately 50% of the population. The county is 95.4% Caucasian and 4.8% Hispanic. 26.6% of the residents in Johnson County have a Bachelor's degree, and 95% have a high school diploma or more.

74.1% of the residents are homeowners, while the median value of a home in the county is \$228,800.00. The median household income is \$57,004.00 and the number of persons below the poverty level is 7.5% in the county.

In the year of 2014, JCHC had 18,641 outpatient visits, 413 hospital admissions, 21 admissions to the nursing home and 18,015 people visited the Family Medical Center.

JCHC is a Family Medicine based facility. We believe that the art of medicine is best practiced with the family in mind. Family Physicians are best trained and able to provide that type of health care for our community. JCHC welcomes many visiting specialists and has specialists on staff. Offering full service health care for the whole family is our priority.

Our Family Physicians are trained in the specialty of Family Medicine. Each doctor is uniquely qualified to care for you and your family. From delivering babies to caring for the elderly, we provide comprehensive care during health, illness and rehabilitation.

JCHC has a laboratory and radiology department. JCHC has a respiratory therapy and physical therapy department. Audiology, speech and occupational therapy are offered. There is an office for wellness and cardiac rehabilitation, along with diabetic education and employee health departments. JCHC has a full scale operating room, a full time General Surgeon and a full surgical staff. There are 7 Family Physicians and 2 Physician Assistants who see patients in our medical clinic 6 days a week. Visiting specialty doctors visit with patients in the Family Medical Center weekly. There are two Physician Assistants who see patients in our Emergency Room, along with rotating Family Physicians.

Conclusion

JCHC's 2016-2020 community health needs assessment and community service plan provides summary information about our programs of benefit to the community. It will be mailed to local elected officials and organizations and publicized through our community newsletter. It will also be available via our website and in our facility.

